

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 13

“Final Minutes for April 5, 2000 Change Management Process Meeting – Arkansas, Kansas, Missouri, Oklahoma, Texas”

Date: April 19, 2000

Number: **CLEC00-093**

Contact: Southwestern Bell Account Manager

This Accessible Letter serves to distribute the Final Minutes from the April 5, 2000 Change Management Process meeting. In the attachments you will find the following:

- ◆ Final Minutes
- ◆ Attendees List for those in attendance either in person or via conference bridge
- ◆ Agenda
- ◆ Action Item Log

Draft minutes were distributed to participants for comment. Comments received were incorporated into the Final Minutes.

Please direct any questions to your Account Manager.

Attachments

SWBT Change Management Process Meeting

Three Bell Plaza, 12th Floor, Room 12A, Dallas, TX

Wednesday, April 5, 2000 ~ 10:00 AM – 1:30 PM

Final Minutes

Welcome and Introductions

SBC opened the meeting by welcoming all participants to the Change Management Process (CMP) meeting. A list of attendees is included as Attachment 1 and the Agenda is included as Attachment 2 to these minutes.

Complete Final Requirements and Walk-through of 5/27

An Accessible Letter on Line Sharing was distributed and a walk-through of requirements was held on 4/7. Another Accessible Letter is going out today with additional requirements and updated job aids.

Birch stated that it prefers to have all of the requirements for a single release combined into one document. Other CLECs agreed with this request. CLECs inquired if the walk-through scheduled for Friday is a review of all requirements. SBC confirmed yes. The walk-through for Ameritech and SNET is on Line Sharing only. There are no other enhancements scheduled for those regions in this release. For PB/NB and SWBT, the walk-through includes other enhancements, in addition to Line Sharing.

Charter Number Service was discussed. The SBC LNP Product Manager explained that Charter Number Service is for retail end users to move their telephone number from one SBC switch to another SBC switch and maintain their telephone number. For CLECs who provision their end users from an SBC switch via Resale, UNE-P, and/or UNE Switch Port, Wholesale Number Retention (WNR) is available. WNR, like Charter Number, is available to:

- 1) Business end users who move their premises from an area served by one SBC wire center to an area served by another SBC wire center and both wire centers are within the same rate center.
- 2) For Residence or Business end users who are served by an SBC analog switch and who move their service to an SBC ISDN switch.

In both of the above situations, the end user retains their telephone number.

When the SBC retail end user has ported their telephone number from one SBC switch to another SBC switch (Charter Number) and then chooses to change service provider to a CLEC that provisions via retail, UNE-P, and/or UNE Switch Port and the CLEC wants to provision the end user from the 'ported to' switch, the CLEC advises SWBT of such on the order/LSR. Accessible Letter, CLEC99-195 dated 12/30/99, clarifies what needs to be on the order to keep dial tone coming from the 'ported to' switch. The 5/27 release will have flow-through and eliminate use of "expedite" on the order which causes it to fall out to the LSC.

Birch stated that processing orders is still not working correctly. SBC responded that it had not heard of continuing problems. Birch will check to see if there is still a problem and asked that we cover this at walk-through on 4/7 if it is still a valid issue.

LEX Availability

Birch had requested that this item be added to the agenda. Birch would like the opportunity to test in LEX on Memorial Day. SBC offered that CLECs could test LEX through a facility in either Dallas or St. Louis, during either the week of May 1st or May 8th. Birch and AT&T expressed interest. Birch also requested the ability to test on Monday May 30th in production. SBC will need to investigate if LEX can be made available for production “test” orders on May 30th.

ACTION ITEM: SBC will firm up LEX testing for the 5/27 release and will check into availability on 5/30 for LEX production “test” orders. SBC will notify CLECs of LEX testing capabilities via Accessible Letter.

Release Testing

Birch had requested that this item be added to the agenda. Birch expressed a concern that SBC’s legacy systems are not always thoroughly tested prior to a release, i.e. a production table was not done for the January LIDB release.

SBC stated that internal tests include testing of legacy systems.

Birch relayed the recent problem with MARCH changes. Birch indicated that it doesn’t appear MARCH was properly tested. SBC indicated that it would review its internal testing process. SBC stated that it is not in a position with all the other projects committed for this year to totally revamp the test system at this time.

USOCs

AT&T added this item to the agenda. AT&T experienced rejects when some resale USOCs changed. The CLEC Handbook had been updated. AT&T suggested that CLECs should receive a notice that the Handbook has been updated and suggested that a notification be provided to the LSC as well.

ACTION ITEM: SBC will check into the notification process of USOC addendum updates and how often they are sent. SBC will also investigate the feasibility of splitting out Resale USOCs from UNE USOCs.

CLEC Interface Proposal/Recommendations

The sidebar meeting on forecasting was scheduled for May 10th, following the SWBT Change Management meeting.

ACTION ITEM: SBC will send an Accessible Letter to SWBT CLECs regarding the forecasting meeting.

Prior Action Items/Status/Updates

SBC reviewed the Action Item Log, which was updated and is included as Attachment 3 to these minutes.

ACTION ITEM: Include a walk-through of the LIDB flow-through diagrams prior to the LIDB Phase II requirements walk-through.

Status of CLEC Change Requests

SBC distributed and reviewed the updated Change Request Summary, a copy of which will be posted on SBC's CLEC web site.

Evaluation of CMP Effectiveness

Birch expressed concern that the CMP is not working satisfactorily and indicated that it could not approve the 13-State CMP at this time. MCI stated that it has sent similar concerns to SBC regarding the CMP. These concerns centered on the use of the "Exception Process" for every release so far in 2000. SBC responded that it has not been its desire to have all of its releases in 2000 subject to the "Exception" process in CMP. SBC explained that starting with the LIDB release in January of 2000, all of its releases have had mandated content (LIDB, Number Pooling, Line Sharing, UNE Remand and arbitration settlements). SBC had fully intended to follow the CMP timelines and hadn't anticipated the scheduling impacts of the UNE Remand and Line Sharing requirements. SBC is following the process as stated in the Change Management document. For example, SBC added some process improvement edits to releases once an exception release was set. These process improvement edits were subject to unanimous approval by CLECs.

SBC pointed out that it is the CLECs who have pushed these issues with the regulators, who in turn, push mandated implementation dates on SBC. Birch asked how we can work together to improve working within the process. SBC indicated that it has had difficulty getting the FCC to acknowledge that it takes a long time to develop requirements specifications, test OSS and process changes associated with large mandated projects. CLECs could work with SBC to carry this same message to the regulators who are imposing these changes and dates. SBC and CLECs should be asking the regulators to work within the established CMP schedule.

MCI stated that the quality of release requirements needs to be improved. There have been mistakes and last minute changes. SBC acknowledged that due to the short timeframes and the enormous amount of work associated with developing Line Sharing requirements, that mistakes were made. SBC acknowledged that some mistakes were made because of the long hours being worked and other mistakes are the result of rapidly changing requirements that impact documentation. MCI indicated that the release documentation also needs improvement. The documentation is sometimes unclear and there is room for interpretation. SBC indicated that it is open to CLEC suggestions and will work to improve its release requirements. There is a 13-State Requirements and Documentation meeting scheduled for April 11th.

Birch noted that SBC had managed to put resources on ASI, and wondered why more resources could not be put into meeting CMP requirements. SBC responded that it is not always an issue of resources. It is an issue of how many resources can be working on the requirements simultaneously. Too many resources working on the same requirements could lead to confusion

and errors. AT&T pointed out that reasons for Exception Requests are not always evident from the Accessible Letter.

ACTION ITEM: SBC will add the reason for the “exception” request to future Accessible Letters to distinguish mandated releases.

SBC noted that the CMP does add structure to the process of making changes to OSS. SBC is committed to making CMP work. But it will take the cooperative effort of all involved to get through these regulatory mandates and move on to a normal CMP environment.

Future Meeting

SBC agreed to hold the next SWBT CMP Meeting on May 10th from 10 a.m. – 1 p.m. The forecasting meeting will follow in the afternoon.

Meeting adjourned at 1:30 p.m.

SWBT Change Management Process Meeting

Three Bell Plaza, 12th Floor, Room 12A, Dallas, TX

Wednesday, April 5, 2000 ~ 10:00 AM – 1:30 PM

Attendees List

Attachment 1

| Attendee | Company Name | Email Address |
|-----------------------|------------------------------------|----------------------------|
| Altherr, Thomas | NorthPoint Communications | Taltherr@northpoint.net |
| *Ayala, Joe | Nightfire | Jayala@nightfire.com |
| Bannecker, Bob | SBC Communications | |
| *Brauchle, Rich | AT&T | rbrauchle@ems.att.com |
| Chambers, Julie | AT&T | jschambers@att.com |
| Chanay, Pam | Sprint | Pam.chanay@mail.sprint.com |
| Gielow, Wally | SBC Communications | |
| Goines-Burns, Theadra | CapRock Communications | Tlburns@caprock.com |
| *Gritt, Lisa | Sprint | |
| Gunnels, Mike | AT&T | |
| Hardy, Eva | SBC Communications | exhardy@pacbell.com |
| *Head, Alisa | Great West Services | heada@simpsonhousing.com |
| Hines, Chris | SBC Communications | ch1787@txmail.sbc.com |
| Johnson, Jean | SBC Communications | jj4535@momail.sbc.com |
| Kellar, Peaches | Excel Telecommunications, Inc | Bkellar@excel.com |
| *Kettler, Patti | Birch | pkettler@birchtel.com |
| King, Kathy | SBC Communications | mkking@pacbell.com |
| *Lasch, Dick | GTE Communication Corp. (GTECC) | richard.lasch@cc.gte.com |
| McMillon, Terri | MCI Worldcom | terri.mcmillon@wcom.com |
| *MonteMayer, Tom | Mamtiss Information | Tmontemayer@mantiss.com |
| Prestwood, Clarence | Excel Communications | Cjpwood@excel.com |
| Roberts, Jacquie | SBC Communications | |
| *Rogow, Todd | MCI Worldcom | |
| Schanen, Rich | SBC Communications | |
| Schneer, Kenneth | Sage Telecom | Kschneer@sagetelecom.net |

SWBT Change Management Process Meeting
Three Bell Plaza, 12th Floor, Room 12A, Dallas, TX
Wednesday, April 5, 2000 ~ 10:00 AM – 1:30 PM

Attendees List

Attachment 1

| Attendee | Company Name | Email Address |
|---------------------|--------------------------------|----------------------------------|
| *Scrivener, Dwight | MCI Worldcom | Dwight.scrivener@wcom.com |
| *Shelton, Christine | GTE Communication | |
| Sirles, Glen | SBC Communications | |
| *Solis, Cindy | Rhythms Links, Inc. | csolis@rhythms.net |
| *Steed, Debbie | Telcordia | dsteed@telcordia.com |
| *Taff, Steve | Allegiance Telecom | steve.taff@allegiancetelecom.com |
| Thomas, Betty | Excel Communications | Bthomas@excel.com |
| *Timmons, Rue | Rhythms Links. Inc. | rtimmons@rhythms.net |
| Walker, Jeff | Excel Telecommunications, Inc. | Jjwalker@excel.com |
| *Walker, Susan | AT&T | smwalker@att.com |
| *Watson, Lorraine | MCIWorldcom | lorraine.watson@wcom.com |
| *Willard, Walt | AT&T | Wwillard@att.com |

Change Management Process Meeting

Date: Wednesday, April 5, 2000 **Time:** 10:00 a.m. – 12:00 p.m. Central Standard Time

Location: Three Bell Plaza, 12th Floor, Room 12A, Dallas, Texas

Conference Bridge: 1-800-220-0688, **Passcode:** 925-277-3873#

Agenda

| TOPIC |
|---|
| <ul style="list-style-type: none">◆ Welcome and Introductions◆ Complete Final Requirements and Walk-through of 5/27◆ LEX Availability (Memorial Day Holiday)◆ Release Testing◆ USOCs◆ CLEC Interface Proposals/Recommendations<ul style="list-style-type: none">◆ Date of Forecasting Sidebar Meeting◆ Prior Action Items/Status/Updates◆ Status of CLEC Change Requests◆ Evaluation of CMP Effectiveness◆ Comments on Sidebar Meeting Minutes◆ Future Meeting Logistics◆ Summary and Wrap-up |

SWBT Action Item Log
Change Management Process Meeting
As of 04/6/2000

Current Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-------------------|--|-------|--------|---|
| #1 – 12/7/99 | SBC will provide the Initial Requirements via Accessible Letter for the enhancements scheduled for April, for CLEC input on whether to move forward with the enhancements as scheduled. Added #4-12/7/99 - SBC will provide Requirements for the enhancements pertaining to Address Validation on Conversion by the first of January. | SBC | Open | 1/11/00 – A letter should go out next week. 1/31/2000 CLECSS00-8. 2/8/00 – Accessible Letter CLECSS00-008 distributed on January 26, 2000. Will leave item open until after the 2/24 meeting. 3/2/00 – Held follow-up walk-through of the 4/29 Release Requirements. 3/14/00 – SBC will ask to close. 4/5/00 - SBC will ask to close. CLECs requested to leave this action item open |
| #5 - 1/11/2000 | SBC will investigate the possibility of adding a new search category for Accessible Letters, to allow CLECs to search on “all” in addition to the existing categories of General and OSS. | SBC | Open | 3/13/00 - SBC continuing to investigate. |
| #4 - 2/8/2000 | SBC will check into the possibility of running a test through to the billing cycle. SBC will review testing plans for LIDB and get CLEC input at a LIDB meeting scheduled for March. (Combined Action Item # 6 – 2/8/2000) | SBC | Open | 3/14/00 - Item added to the agenda for discussion. SBC to look into including testing through billing cycle during the testing on LIDB Phase 2. |
| #2 – 3/14/2000 | SBC will research further the Dual Service process and provide information to Birch. | SBC | Open | 4/5/00 – SBC investigating. |
| #3 – 3/14/2000 | SBC will get more information on Charter Number Service and provide it to the CLECs | SBC | Open | 4/5/00 – SBC SMEs reviewed at 4/5/00 CMP meeting. CLECs requested to leave action item open until the requirements walk-through. |
| #4 – 3/14/2000 | SBC will check into what the LSC is using and see if lower level jeopardy codes can be provided to the CLECs. | SBC | Open | 4/5/00 – SBC investigating. CLECs clarified request is to receive the JC #, IP is valid from OBF, but would like more descriptive code. |
| #1 – 4/5/2000 | SBC will firm up LEX testing for the 5/27 release and will check into availability on 5/30 for LEX production “test” orders. SBC will notify CLECs of LEX testing capabilities via Accessible Letter. | SBC | Open | |

SWBT Action Item Log
Change Management Process Meeting
As of 04/6/2000

Current Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|------------------|--|-------|--------|----------|
| #2 – 4/5/2000 | SBC will check into the notification process of USOC addendum updates and how often they are sent. SBC will also investigate the feasibility of splitting out Resale USOCs from UNE USOCs. | SBC | Open | |
| #3 – 4/5/2000 | SBC will send logistics via an Accessible Letter regarding the forecasting meeting. | SBC | Open | |
| #4 – 4/5/2000 | SBC to schedule a walk-through of the LIDB process flow diagrams prior to the LIDB Phase II requirements walk-through. | SBC | Open | |
| #5 – 4/5/2000 | SBC will add the reason for the "exception" request to future Accessible Letters to distinguish mandated releases. | SBC | Open | |
| #6 – 4/5/2000 | SBC will refer to the CLEC User Forum, the request to include in the title of the Accessible Letters who the Letters impact, e.g., Resale, UNE, etc. | SBC | Open | |
| #7 – 4/5/2000 | SBC will refer to the CLEC User Forum, CLECs' concerns regarding the new user ID/password process for access to SBC's CLEC web site. | SBC | Open | |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-----------|--|-------|----------------|---|
| 1 – 7/13 | CLECs to provide Account Managers by Friday, August 30, 1999 with: <ul style="list-style-type: none"> • intent to test the October Release • test cases for October Release. | | Closed 9/14 | |
| 2 – 7/13 | SBC to include in the July 28 th California CMP meeting agenda a discussion item on the scope of the drafting team. Clarification will then be provided at the August 10 th 5-state CMP meeting. | | Closed | Clarification to be provided during the 8-10 CMP meeting. SBC provided status from the July 28 California Change Management meeting, where it was agreed that the California agreement would be used as a template for developing a process that will work for the existing 8 states. |
| 3 – 7/13 | SBC will investigate a formal documented CMP in SNET and notify drafting team members. | | Closed | There is not a formal documented process. |
| 4 – 7/13 | SBC will provide status regarding its investigation to expand versioning to include dot releases at the next CMP meeting. | | Closed 9/14 | Versioning meeting held on 8-9, Accessible Letter to be distributed by August 31 st 1999. |
| 6 – 7/13 | SBC will prepare a written response to Sprint's Change Request by July 20 th . Furthermore, the response will be documented in the Change Request Summary and will be included with these meeting minutes. | | Closed | The Feature Availability function is available in both the SWB and PB/NB regions on a feature specific basis. Currently, both SWB and PB/NB provide a validation of one feature at a time, which is how OBF has defined the function in approved Issue 1278. This functionality has been re-defined, however, to provide a list of features by switch and is included in Issue 1671. This issue, however, will not be finalized by OBF in time for SBC to implement in 1999. SBC clarified that the SWB region back-end system cannot utilize NPA/NXX and would require a 10-digit telephone number to be similar, which is not the current industry guideline. To initiate the SWB 10-digit Telephone Number change, SBC will introduce the issue at OBF. |
| 7 – 7/13 | A CLEC must notify SBC in writing through its Account Team by August 9 th if it wishes to invoke the voting process for the August Release. If such voting is necessary, the vote will be taken at the August 10 th CMP meeting and SBC will notify all eligible CLECs of the call for a vote. | | Closed | SBC was notified that one CLEC called for a vote. |
| 8 – 7/13 | An email notice detailing the call-in number for a CLEC testing readiness call on July 23 rd will be sent to CLECs who have confirmed joint testing with SWBT. | | Closed | Conference call on 7/23 has been held. |
| 9 – 7/13 | SBC to verify when pre-1999 OSS Accessible Letters will be available on the CLEC Website. | | Closed | These Accessible Letters will be on the website in the 4 th Quarter |
| 10 – 7/13 | Draft meeting minutes to CLECs will be distributed on Friday, July 16 th or Monday, July 19 th . CLEC comments are due July 23 rd with Final Minutes to be | | Closed | Final Minutes Accessible Letter CLEC99-104. |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-----------------|--|-------|------------------|---|
| | issued on July 27 th . | | | |
| 1 – 8/10 | SBC committed to send out an Accessible letter with details on the 2 additional changes for the Oct. 23 rd release and request comments. If no protests are received, then the two additional items will be added and a final Accessible Letter will be sent confirming the additions. | | Closed 9/14 | Accessible Letter CLECSS99-112 announced proposed changes. |
| 2 – 8/10 | SBC will provide the decision on versioning by August 31 in an Accessible Letter. | | Closed 9/14 | |
| #3 – 8/10/99 | AT&T questioned why CLECs need to provide data on supplemental orders. MCIW stated that the Telcordia report on testing had indicated that SBC had a report available that provides data on supplemental orders. SBC agreed to look into a report and respond back at the next meeting. (Combined issue #5 identified on 7/13 – CLECs to provide 6-months of data for SUP type/scenario at the January, 2000 CMP meeting.) | SBC | Closed 4/5/00 | 11/9/99 – SBC stated that it has not been able to track down anyone with information on the Telcordia report or a name of a person to contact at Telcordia. AT&T offered to check to see if they have a name of an individual at Telcordia for SBC to contact. 12/7/99 – SBC will contact Judy Nix from Telcordia. 12/20/99 – Chris contacted Beth Lawson. Telcordia only had test LSRs. 1/11/00 – Placed call to our contact at Telcordia, pending response. 2/8/00 – Call in to Bonnie Tai at Telcordia. 3/14/00 – Continuing to follow up internally to identify volumes by SUP type. 4/5/2000 – Data is not captured the way it was originally thought. SBC is currently working at flow-through for supplemental orders. CLECs agreed to close this action item. |
| 1 – 9/14 | SBC will ask its EDI support group to validate that all mapping of the APPTIME field is compliant with National Standards. Any found out-of-compliance will be changed, following the proper change management process. | SBC | Closed 12/7 | 11/9 – SBC stated that it accepts both military and AM/PM times, which is not in compliance. SBC accepts both to accommodate those CLECs who were not able to convert to military time for the release. 12/06 – Accessible Letter (CLECSS99-162) addressing this issue was distributed on 11/23/99. |
| 2 – 9/14 | MCIW, GTECC, and Sprint will find out how they are currently handling indefinite end user service addresses (related to modification SBC presented to Final Requirements for 10/23 Release) and provide feedback via their account managers by 9/15 so that a conference call could be held on 9/17. | CLECs | Closed 9/15 | All responded. Issue closed. |
| 1 – 10/12 | SBC will send the 8-State CMP document to those participating in the meeting | SBC | Closed | Distributed CMP document via email on 10/22. |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|------------------|--|-------|------------------|--|
| | via conference bridge | | 10/22 | |
| #3 – 10/12/99 | SBC will investigate further the difference with regard to LIDB between how Resale and UNE loop are handled. | SBC | Closed 2/8/00 | SBC confirmed at the 10/28 conference call that UNE would be handled the same way Resale is handled. 11/9 – It was agreed that this item would be closed after the 11/15 conference call to a review and discuss the LIDB requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. 1/11/2000 – MCIW requested that this item be left open until the 1/15/2000 release is implemented. 2/8/200 – MCIW agreed to close this item. |
| 4 – 10/12 | SBC will provide conference bridge information and send out more information on LIDB based on today's meeting as well as default mapping documents via Accessible Letter for the special LIDB meeting scheduled for 10/28. | SBC | Closed 10/22 | Information provided on 10/22 via Accessible Letter CLEC99-154 |
| #5 – 10/12/99 | SBC will check into opening up the LSR OBF fields that it currently does not use. | SBC | Closed 2/8/00 | SBC stated that it plans to open up the fields necessary to treat UNE the same as Resale. 11/9 – It was agreed that this item would be closed after review of the requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. 1/11/2000 – MCIW requested that this item be left open until further clarification 2/8/2000 – MCIW agreed to close this item |
| 6 – 10/12 | SBC will send out a list of enhancement projects for the year 2000 by the end of next week. | SBC | Closed 10/29 | List of projects distributed with announcement of 7-State Project Prioritization and November CMP meeting. |
| 7 – 10/12 | SBC will find out if there is a document/guide listing the location of the items on the new CMP web site. | SBC | Closed 11/9 | Accessible Letter CLEC99-141 (distributed 10/14) provided URL and outlined the information contained in the SWBT's CMP web page. |
| 1 – 11/9 | SBC will clarify the deadline for filing the final minutes with the TPUC, revise the CMP document as necessary, and advise CLECs. | SBC | Closed 12/7 | 11/19 – The deadline for filing with the TPUC is two weeks. Revised draft wording is a handout for 12/7 |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-----------------|---|-------|------------------|--|
| | | | | meeting. |
| 2 – 11/9 | SBC will send out an Accessible Letter with the conference bridge information for the 11/15 conference call to discuss the LIDB initial requirements. | SBC | Closed 12/7 | Accessible Letter (CLECSS99-155) with the conference bridge information was distributed on 11/15. |
| 3 – 11/9 | SBC will follow-up on the status of the requirements for the 3/18/00 DataGate release and respond to AT&T, Excel Communications, and MCIW with expected target date for distribution. | SBC | Closed 12/7 | Initial requirements Accessible Letter will be released on 12/17, final requirements Accessible Letter will be released on 1/14/00, CLECs can begin testing on 2/9/00, with the production release on 3/18/00. Exceptions process will be invoked for this release. |
| 4 – 11/9 | CLECs to provide examples of address validation edit/reject orders to SBC by end of next week. | CLEC | Closed 12/7 | Birch express mailed examples to SBC. 10 examples received on 11/22. |
| 5 – 11/9 | SBC will research the issue of address validation edits/rejects, and discuss its findings/ proposed resolution at first CLEC User Forum. | SBC | Closed 12/7 | Closed to CLEC User Forum. |
| #6 – 11/9/99 | SBC will investigate what is causing rejects for “C” vs. “P”, and if applicable, why change notification did not follow CMP process. | SBC | Closed 2/8/00 | 1/11/2000 – SBC implemented the matrix from the SOSOC, which included a typo. When SOSOC published the new matrix, the typo had been corrected. SBC then corrected its error without going through Change Management Process. We should have notified CLECs via CMP, and will do so in the future for these types of changes. 2/8/2000 – CLECs agreed to close this item. |
| 7 – 11/9 | SBC will add to the agenda of the first CLEC User Forum, the issue of delays in issuing User ID’s and authorizing access to the IS Call Center. | SBC | Closed 12/7 | Closed to CLEC User Forum. |
| 8 – 11/9 | SBC will add to the agenda of the first CLEC User Forum, the issue of appropriate notification when necessary due to problems with fax machines and redirecting faxed orders. | SBC | Closed 12/7 | Closed to CLEC User Forum. |
| #2 – 12/7/99 | SBC will investigate the possibility of improving the target date for delivery of LIDB Phase II. | SBC | Closed 2/8/00 | 1/11/2000 – SWBT is unable to move up the LIDB Phase 2 release no earlier than December. 1/11/2000 – SBC is still pursuing possibility of moving up date for release. 2/8/2000 - LIDB II implementation can not be moved up. |
| #3 – 12/7/99 | SBC will provide additional information on the RPON process via Accessible Letter, and if requested by the CLECs, schedule a conference call to discuss the information. | SBC | Closed 4/5/00 | 1/11/00 – The RPON enhancement has been delayed until the April release. Details will be provided (refer to CLECSS99-173 distributed 12/23/99). |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-----------------|--|-------|------------------|--|
| | | | | <p>2/8/00 – CLEC99-173 edits were rescinded. RPON enhancements have been delayed indefinitely. When rescheduled SBC will put on the 12-Month Development View.</p> <p>3/14/00 – SBC will ask to close.</p> <p>4/5/00 – SBC will ask to close. CLECs agreed to close this action item to CCR #00-004, and to Action Items #15 - 2/8/2000 and #16 – 2/8/2000</p> |
| #4 – 12/7/99 | SBC will provide Requirements for the enhancements pertaining to Address Validation on Conversion by the first of January. | SBC | Closed 2/8/00 | <p>1/11/2000 – Requirements for Address Validation should be available next week.</p> <p>1/31/2000 – Initial Requirements. AL distributed.</p> <p>2/8/2000 – This action item is closed to action item #1-12/7/99 since this is regarding the same release.</p> |
| #6 – 12/7/99 | SBC will take the input back to the internal LIDB requirements team that the CLECs would like the trigger to be taken from the C order (on the SOC) and not on the completion of the D order, and let them know that Birch would like to provide input into the development of the requirements. | SBC | Closed 4/5/00 | <p>1/11/00 – Issue referred to internal requirements team. CLECS requested that a SME be available for next discussion.</p> <p>2/8/00 – SBC will schedule a meeting for Mid February, either on 2/15 or 2/16.</p> <p>2/23/00 – Meeting held to solicit CLEC input on the implementation of LIDB Phase 2.</p> <p>3/14/00 – SBC will ask to close. CLECs agreed to close this action item.</p> <p>4/5/00 – CLECs agreed to close this action item.</p> |
| #8 – 12/7/99 | SBC will update the SWBT CMP document with the proposed language on the timeline for issuing the meeting minutes. | SBC | Closed 2/8/00 | <p>1/11/2000 – CMP document updated to include proposed language. Revised document to be distributed via Accessible Letter next week.</p> <p>2/8/2000 – SBC will request to close. Accessible Letter CLEC00-030 was distributed on February 1, 2000. CLECs agreed to close this item.</p> |
| #9 - 12/7/99 | SBC will take the proposed language change on the timeline for issuing the meeting minutes to the 13-State Drafting team for consideration. | SBC | Closed 2/8/00 | <p>1/11/00 – Will be discussed at the Drafting Team meeting on 1/11.</p> |

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

| Number | Action Item | Owner | Status | Comments |
|-------------------|---|-------|------------------|--|
| | | | | 2/8/00 - Will be discussed at the 2/8 p.m. Drafting Team meeting. |
| #1 – 1/11/2000 | SBC will investigate concern raised that on a return of a FOC, the format was incorrect on REQTYP J, when testing for the 1/15 release in the 2-State region. SBC will check to see if this has occurred in the 5-state region. | SBC | Closed 2/8/00 | 2/8/00 - SBC investigated this issue and did not find this to be a problem in the 5-State region. |
| #2 - 1/11/2000 | SBC will schedule a sidebar meeting on EDI requirements and testing improvements for February 3 rd in St. Louis, and send out an Accessible Letter providing logistics. | SBC | Closed 2/8/00 | 2/8/00 - EDI requirements meeting cancelled in lieu of Plan of Record. Testing meeting to be rescheduled for mid March. See action item #8 - 2/8/2000. |
| #3 – 1/11/2000 | SBC will find out if an Accessible Letter went out advising of the availability of ordering duplicate (dual/concurrent) service and instructions on how it is to be ordered. | SBC | Closed 4/5/00 | 2/8/00 – SBC will investigate and add the discussion of the status on the availability of ordering duplicate service to the agenda for the next CMP meeting scheduled for 3/14. 3/14/00 – Item added to the 3/14/00 agenda for discussion. SBC will ask to close to Action Item #2 – 3/14/2000. Accessible Letter with information to go out in the next couple of weeks. 4/5/00 – CLECs agreed to close this action item. |
| #4 – 1/11/2000 | SBC will find out what Accessible Letter category the OP numbering is and report back its findings to CLECs. | SBC | Closed 4/5/00 | 2/8/00 - SBC investigating. Operations is the category showing on the web. 2/29/00 – Equal Access Letters go to the Interexchange Distribution List. Operations Letters go to the Interexchange Distribution List. SWA Letters go to the Interexchange Carrier List, Wireless and CLEC Distribution List. 3/14/00 – SDBC will ask to close. 4/5/00 – CLECs agreed to close this action item. |
| #6 – 1/11/2000 | SBC will investigate the possibility of categorizing the SWA Accessible Letters by state/region, like the General and OSS categories. | SBC | Closed 4/5/00 | 3/14/2000 – These letters can not be split up by state. They are set up by global region. SBC will ask to close. 4/5/00 CLECs agreed to close this action item to be addressed at the CLEC User Forum. |
| #7 – 1/11/2000 | SBC will arrange to have LIDB SMEs attend the next scheduled CMP meeting on February 8 th to provide an update and clarification on whether the LIDB | SBC | Close 4/5/00 | 2/8/00 – Pend this action item for the process flow. |

SWBT Closed Action Items

Change Management Process Meeting

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| | update is made with the completion of the "C" or "D" order. | | | 3/14/00 – SBC will ask to close. 4/5/00 – CLECs agreed to close this action item to the walk-through of LIDB process flow charts. |
| #8 - 1/11/2000 | SBC will add a standing agenda item to CMP meetings for CLEC comments on sidebar meeting minutes. | SBC | Closed 2/8/00 | 2/8/2000 SBC added to agenda. |
| #1 – 2/8/2000 | SBC will finalize logistics for the sidebar meeting to get input on the business requirements for LIDB Phase II, and send out the information via an Accessible Letter | SBC | Closed 3/14/00 | 3/14/00 – Logistics provided via Accessible Letter CLEC00-042 on 2/18. |
| #2 - 2/8/2000 | SBC will provide a draft of the requirements for line-sharing via Accessible Letter on 2/14. | SBC | Closed 3/14/00 | 2/25/00 – Draft Initial Requirements sent via Accessible Letter CLEC00-021 on 2/18. |
| #3 - 2/8/2000 | SBC will conduct a walk-through of the 4/29 Initial Requirements in conjunction with the next CLEC User Forum scheduled for 2/24 from 9:00 AM to 3:00 PM CST in Dallas. | SBC | Closed 3/14/00 | 3/14/00 - Walk-throughs of Initial Requirements held on 2/24 and 3/2. |
| #5 - 2/8/2000 | SBC will provide a draft of the LIDB process flow via Accessible Letter prior to the 2/24 meeting. | SBC | Closed 4/5/00 | 3/14/00 – Item added to the agenda for discussion. 4/5/00 – Accessible Letter CLEC00-088 distributed 4/4/00. |
| #7 - 2/8/2000 | SBC will add the discussion of LIDB testing to the agenda for the next CMP meeting scheduled for 3/14. | SBC | Closed 3/14/00 | 3/14/00 – Item added to the agenda for discussion. |
| #8 - 2/8/2000 | SBC will provide logistics via Accessible Letter for the rescheduled meeting on testing, which will be held in St. Louis on 3/8 or 3/9. | SBC | Closed 3/14/00 | 3/13/00 – Logistics provided via Accessible Letter CLEC00-019 sent on 2/18 |
| #9 – 2/8/2000 | SBC will send information on the service order creation procedure (conversion with new activity) in the 4/29/2000 release via Accessible Letter. | SBC | Closed 4/5/00 | 4/5/00 – Accessible Letter CLEC00-040 distributed on 3/21/2000. SBC will ask to close. CLECs agreed to close this action item. |
| #10 – 2/8/2000 | SBC will send draft requirements on the 4/29 release via Accessible Letter before the 2/24 meeting. | SBC | Closed 4/5/00 | 3/13/00 – Item added to the agenda for discussion. 4/29 Release moved to 5/27. Final Requirements for 4/29 - 5/27 release distributed via Accessible Letter CLEC00-035 on 3/10. Walk-through of Final Requirements to be held on 3/22. SBC will ask to close. 4/5/00 – CLECs agreed to close this action item. |
| #11 – | SBC will ensure that the titles of Accessible Letters for expedited/exception | SBC | Closed | 3/13/2000 – SBC has committed to do this. |

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Closed Action Items:

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| 2/8/2000 | requests are clearly noted as such. | | 3/14/00 | |
| #12 – 2/8/2000 | SBC will add to the agenda for the next CMP meeting, a discussion of the expected target date for providing information on the request to process LSRs on one order. | SBC | Closed 4/5/00 | 3/14/00 – Item added to the agenda for discussion. SBC will ask to close. 4/5/- CLECs agreed to close this action item to CCR #99-013. |
| #13 – 2/8/2000 | SBC will send out information regarding the NC and NCI code changes via Accessible Letter early next week. | SBC | Closed 4/5/00 | 3/13/00 – Reviewed to determine if NC/NCI code change portion could be included in Accessible Letter for 4/29 – 5/27 release. Determined that a separate letter should go out for this information. 4/5/00 – Accessible Letter CLECSS00-040 distributed on 3/21/00. SBC will ask to close. |
| #14 – 2/8/2000 | SBC will check into the possibility of maintaining and accepting both the old and new NC and NCI codes for a period of time and let the old codes drop off eventually. | SBC | Closed 4/5/00 | 3/13/00 – SBC continuing to investigate. 4/5/00 – SBC looked into the possibility and based on feedback from various organizations has decided not to support 2 versions of NC/NCI codes simultaneously. CLECs agreed to close this action item. |
| #15 – 2/8/2000 | SBC will check into the RPON delay and provide status information at the next CMP meeting scheduled for 3/14. | SBC | Closed 4/5/00 | 3/14/00 – Item added to the agenda for discussion. SBC will ask to close. 4/5/00 – CLECs agreed to close this action item to CCR #00-004. |
| #16 – 2/8/2000 | SBC will communicate the RPON status via Accessible Letter. | SBC | Closed 4/5/00 | 3/14/00 – Item added to the agenda for discussion. SBC will ask to close. 4/5/00 – CLECs agreed to close this action item to CCR #00-004. |
| #17 – 2/8/2000 | SBC will see if the meeting on partial migrations can be rescheduled and provide more information to CLECs. | SBC | Closed 3/14/00 | 3/14/00 – SBC could not reschedule the meeting. Agenda sent via Accessible Letter CLEC00-039 on 2/14. |
| #1 – 3/14/2000 | SBC will relay to its management team, the CLECs concerns regarding the lack of progress on the multiple order process and advise that it is a priority. | SBC | Closed 4/5/00 | 4/5/00 – SBC relayed to management. CLECs agreed to close this action item. |
| #5 – 3/14/2000 | SBC will add an agenda item to the April CMP meeting agenda to discuss the date for the forecasting sidebar meeting. | SBC | Closed 4/5/00 | 4/5/00 – Item added to agenda. SBC will ask to close. Meeting scheduled for the afternoon of 5/10, after SWBT CMP meeting. CLECs agreed to close this |

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| | | | | action item. |
| #6 – 3/14/2000 | SBC will see if someone from the POR team can call in to the next CMP meeting to discuss the plans and provide details, and to get feedback from the CLECs. | SBC | Closed 4/5/00 | 4/5/00 – SBC will defer to the upcoming OSS POR collaborative. SBC stated that it will follow CMP processes for POR plan. CLECs agreed to close this action item. |
| #7 – 3/14/2000 | SBC will ensure that the back-end systems are accounted for on the testing side. | SBC | Closed 4/5/00 | 4/5/00 – SBC acknowledges the need to ensure that back-end systems are accounted for in testing and has reinforced this with its SMEs. CLECs agreed to close this action item. |